

On the phone

LESSON 30

Vocabulary Telephones
Function Telephoning
Language to go Taking and leaving messages

On the phone

Vocabulary and speaking

- 1 Match the words in the box with the photos A-E.

pager _____
 text message _____
 area code _____
 answering machine _____
 mobile phone (UK)/cellphone (US) **A**

- 2 Complete the sentences.

text take a message put you on hold
 call you back leave a message
 Directory Enquiries (UK)/Information (US)

Example:

Sue isn't in. Do you want to leave a message?

1 Is that _____?
 I need to find a number.

2 I'll _____ while I check
 if Mr King is in the office today.

3 Sorry, John's out.
 Can I _____?

4 If I _____ her,
 she can phone me later.

5 Sorry, Kate's having a bath.
 Can she _____ later?

- 3 In pairs, discuss the questions.

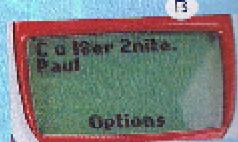
- Do you like answering machines/voicemail? Why? Why not?
- Do you like leaving messages? Why? Why not?
- Do you have a mobile phone? Do you text people?

Reading

- 4 Read the advertisement.

Write the head
 correct place (a)

Phone




E
 London 020
 Edinburgh 0131

On the phone

Listening

Listening

- 5  Listen to the telephone conversation and complete the message.

Telephone message

Caller's Name:

Message: Please call ☐ Person will call back ☐

Number:

Language focus

- 6 Look at the telephone conversation below. Write the number of the advice from Exercise 4 next to the telephone expressions. (You can use a number more than once.)

- 5 Hello.
- Hi, this is Tom. Can I speak to Sue?
- Sorry, she isn't here at the moment. Can I take a message?
- Yes, please. Could you ask her to call me back? It's Tom.
- Call Tom. Has she got your number?
- It's 01632 895506.
- So that's 01632 895506.
- Thanks very much. Bye.

Practice

- 7 Underline the correct form.

Example:

A: Can I speak to Emily?

B: Yes, I am / This is Emily.

1 A: Can I speak to Pippa?

B: Sorry, she not / she isn't here at the moment.

2 A: Hello.

B: Hi. This is / I am Pete. Can I speak to Frances, please?

3 Has she got / Has she your number?

4 A: Can I take a message?

B: Yes, could you ask her to call me back / call back me?

- 8 In pairs, have a...

- 1 Student A: Turn to the person who the caller says.
Student B: Turn to the person who the person answers.
- 2 In pairs, read your role cards and have a telephone call. Student B calls, Student A answers.

Get talking

- 9 In pairs, call your partner.



Hello.

No! Out. Message?

Got number?

0191 498 0004

Language to

A: Can I speak to please?

B: This is Pete.

> GRAMMAR REFERENCE PAGE
> PRACTICE PAGE 104

Answers:

Exercise 1. A mobile phone/ cellphone B text message C pager D answering machine E area code

Exercise 2. 1 Directory enquires 2 put you onn hold 3 take a message 4 text 5 call you back

Exercise 4. 1-4 calling 5-8 answering

Exercise 5. Caller's name: Tom Message: Please call. Number: 01632 895506

Exercise 6. 5 Hello

2 Hi, this is Tom. Can I speak to Sue?

6 Sorry, she isn't here at the moment. Can I take a message?

3 Yes, please. Could you ask her to call me back? It's Tom.

7 Call Tom. Has she got your number?

3 It's 01632 895506.

8 So that's 01632 895506.

4 Thanks very much. Bye.

Volver 4th afternoon



Volver 4th morning

